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| Job Details |  |
| Job Title:  | **Senior Business Analyst**  |
| Function:  | **Route Services** |
| Job Reports To:  | **Lead Business Analyst** |
| Location:  | **Milton Keynes** |
| Job Number: |  |
| Family: | **Projects** | Level: | **2** | Band: | **3B** |
| (Full details on Family, Level and Band can be obtained from Human Resources) |
| **Job Purpose** |
| Interface between the business/routes, Route Services ITS and sourcing/suppliers during the end-to-end IT Delivery lifecycle, working cross multiple projects and identifying improvements and efficiency changes. Lead on the identification of requirements, managing the customers relationship to enable robust scope, supporting testing and managing third party suppliers to deliver the appropriate requirements.  |
| Safety Details |  |
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| 1. | This job MANAGES EMPLOYEES (*review and undertake the management accountabilities identified in the Managers’ Handbook*) | YES |  | NO | ü |  |
| 2. | This is a KEY SAFETY POST *(Section 4.1.2 of the Health & Safety Management System)* | YES |  | NO | ü |  |
| 3. | This job requires SECURITY CLEARANCE *(e.g. Running of Special Trains)* | YES |  | NO | ü |  |
| 4. | This is a SAFETY CRITICAL WORK POST *(Section 4.1.3 of the Health & Safety Management System)* | YES |  | NO | ü |  |
| 5. | The job holder is required to hold a relevant TRACK SAFETY competence  | YES |  | NO | ü |  |

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| **Key Accountabilities** |
| 1. Identify all stakeholders, including subject matter experts and cross domain stakeholders and manage the relationships to facilitate full and early engagement throughout the change. Define and agree the stakeholder map and communications plan.
2. Engage with and support the customer and relevant stakeholders to gather and develop a clear articulation of functional and non-functional requirements and scope to address the business problem or opportunity as early as possible.
3. Manage the development of unambiguous, complete and consistent requirements specification in line with ITD standards.
4. Engage with ITD managers and subject matter experts to inform decisions regarding potential solutions and alignment with IT Architecture, policies and standards.
5. Lead and direct a team of internal or external analysts working on the project or programme to facilitate appropriate delivery.
6. Apply IT industry best practice knowledge to support the business customer throughout the testing processes. Coordinate testing activities with customers and third-party supplier including creating test documentation and reviewing the quality and traceability of the test scripts and facilitate appropriate testing.
7. Contribute to the production of high-level project plans and identify, assess and escalate project risks and issues as appropriate
8. Analyse and document current processes, workflows and information exchanges to identify opportunities to improve efficiency, effectiveness and quality of service.
9. Create and maintain the library of functional documentation related to key processes and the services they enable to aid current and future project delivery.

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| **Job Skills, Experience and Qualifications** |
| Essential* Proven business analysis experience in a complex IT environment
* Thorough and up to date understanding of analysis approaches, tools and techniques commonly applied in the consulting field
* Proven experience in strong stakeholder and relationship management
* Analytical thinker
* Proven experience of contributing to high level project plans, risk identification, assessment and escalation
* Ability to work on multiple projects concurrently
* Strong evidence or risk-based testing
* Strong verbal and written communication skills
* Able to work well in a team and ability to direct and lead a team
* Business process experience and Data modelling experience
* Strong experience in Process Frameworks (TOM) and IT Frameworks (ITIL)
* Proven knowledge of and ability to apply IT industry best practice knowledge
* Flexibility to work across all stages of the ITD lifecycle supporting effective relationships and project delivery.

Desirable * Risk-based testing experience
* BSC/ISEB Practitioner in Business Analysis
* Knowledge of the railway industry or similar industries
* Business process and data modelling experience
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| Date Job Description issued to, discussed with and understood by Post Holder Name of Post Holder: Signature: (I confirm I have been briefed on the requirements of this Job Description and other related documents)Name of immediate superior: Signature: (I confirm I have briefed the Post Holder on the requirements of this Job Description and other related documents) |
| **Nominated Deputies** |
| If this is a KEY SAFETY POST (2 in Safety Details above is YES) at least one nominated deputy must be identified. The Job Holder is responsible for copying and briefing the Nominated Deputy(ies) on this Job Description.Name of Nominated Deputy: Signature: Date: (As the Nominated Deputy for this post, I confirm I have been briefed on the requirements of this Job)*If there are more nominated deputies, they should sign further copies of this Job Description.* |

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| Amended by: |  Sallyann Butler | Dated: |  August 2022 | Version: | 3.1 |